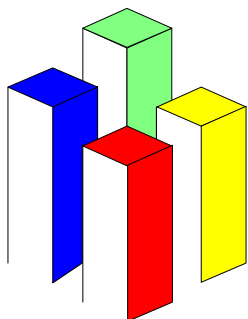


***Assessment of the  
Alabama Early  
Intervention Programs***

***Fiscal Year 2003***

**Prepared by:**



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# Introduction

# Introduction

## A. Background

Early Intervention is a coordinated family focused system that provides appropriate services for eligible infants and toddlers ages birth to 3 years who have special needs. The Department of Rehabilitation Services administers the Early Intervention System in the state of Alabama. The Early Intervention programs in Alabama serve approximately 3,000 clients each year. Prior to Fiscal Year 1999, the Alabama Department of Rehabilitation Services has assessed the level of client satisfaction by administering a mail-out client satisfaction survey in-house. Since that time the client satisfaction surveys have successfully been conducted utilizing telephone interviewing administered by Southeast Research, Inc. in Montgomery, AL.

## B. Research Methodology

During fiscal year 2003, twenty (20) Early Intervention programs were evaluated in order to assure that families currently involved are receiving the service and assistance they need. A total of seven hundred and fifty-eight (758) families were involved in the programs under the Alabama Early Intervention System evaluated in fiscal year 2003. Four hundred and ninety-two (492) families completed the family satisfaction survey by telephone. Two hundred and sixty-six (266) families could not be contacted by telephone due to the following reasons: "No Phone", "No phone at home", "Disconnected", "Not in service", "Wrong number", "Unable to Contact on at least 5 different days and times", "Parents use ASL", "Prefer Mail-Out", "Non-published Number", "No Longer Involved", "No English", "Mother seriously ill", "Cannot receive incoming calls", "Cannot be completed as dialed", "Refused", "Does not live there". These families were mailed a family satisfaction survey, and sixty-two (62) of these surveys were completed by mail. All contacts with families involved with the Early Intervention programs were made between October 2002 and September 2003.



H.O.P.E Project	ARC of Jefferson County HOPE Program
AIDB Tuscaloosa Region 5	Madison 310/ARC of Madison County Infant/Toddler
ARC of Calhoun/East Central Alabama UCP	RISE
Dothan-Houston 310/Vaughn Blumberg Center	Southwest Alabama MH Board
South Central Alabama MH Board	UCP of Mobile-Bright Beginnings
CRS Mobile/Jackson District 6	CSP of West Alabama
UAB Sparks	Project Wiggles & Giggles
CDD Early Childhood Services	Vivian B. Adams/Spectra Care
Alabama Speech-Language Services	Twin Acres
Gulf Coast Therapy	UCP of Mobile-Horizon

## C. Contact Overview

Type of Contact	Number	Percentage
Contacted by Telephone	724	96%
No Phone	30	4%
No Phone at home	3	0%
Disconnected	62	8%
Wrong Number	20	3%
Not in Service	11	1%
Unable to Contact	94	12%
Refused	6	1%
No English	8	1%
Non-published Number	5	1%
Prefer in Mail	17	2%
No Longer Involved	1	0%
Cannot Receive Incoming Calls	1	0%
Cannot be Completed as Dialed	1	0%
Mother seriously ill	1	0%
Doesn't live there	4	1%
Parents use ASL	2	0%
Completed by Telephone	492	65%
Number Mailed out	266	35%
Completed by Mail	62	8%
TOTAL Completed	554	73%



## D. Analysis of Survey Findings

The family satisfaction questionnaire utilizes 3 types of responses: two four-point rating scales; a Yes/No response scale; and open-ended responses (see questionnaire in section III of this report). The four-point rating scales used were: "Excellent", "Good", "Fair", "Poor"; and "Very Convenient", "Somewhat Convenient", "Somewhat Inconvenient", "Very Inconvenient".

The values for the scaled response questions ranged from 4 for "Excellent" and "Very Convenient", to 1 for "Poor" and "Very Inconvenient".

All responses were then summarized and a percentage score was computed. The percentage scores are based upon a maximum of 100%.

The numbers in the composite report for the Alabama Early Intervention System differ slightly from the numbers in the individual reports due to an additional 4% completed mail-in surveys received after the deadline for each individual evaluation.

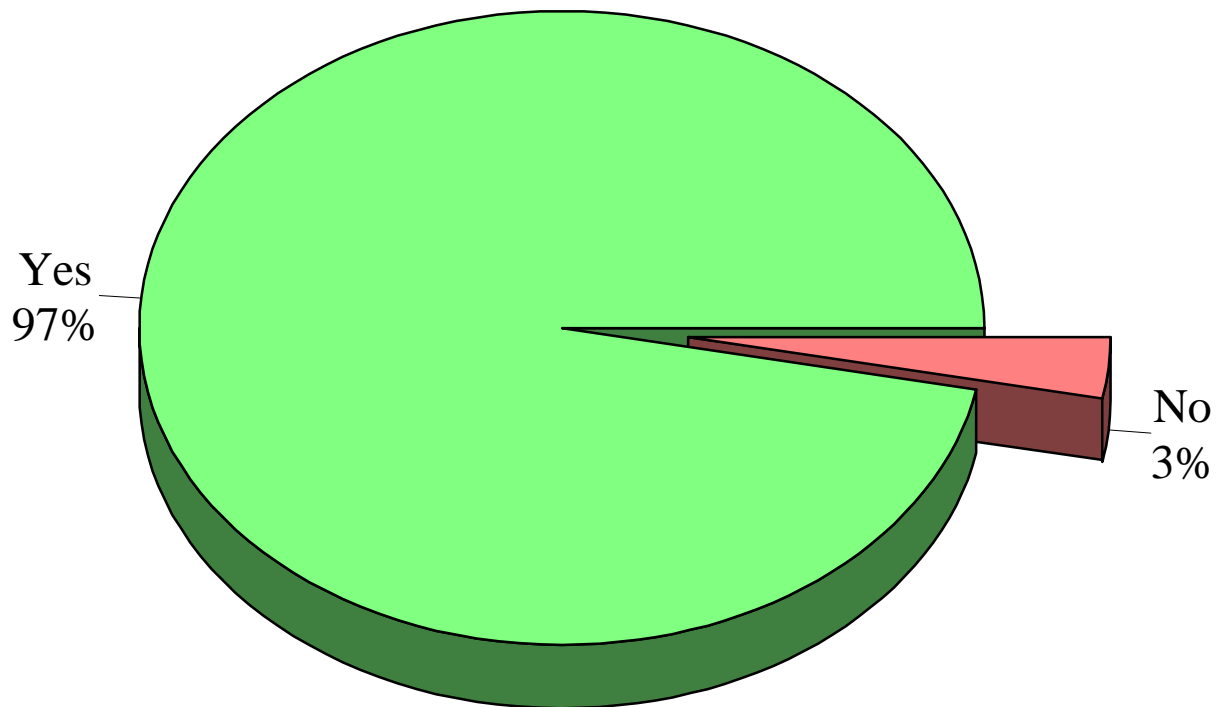
This report contains a summary of findings for the Alabama Early Intervention programs. For a complete analysis of the survey results, see tabular data section of this study available through the Division of Early Intervention.



# Summary of Findings

# Chart 1

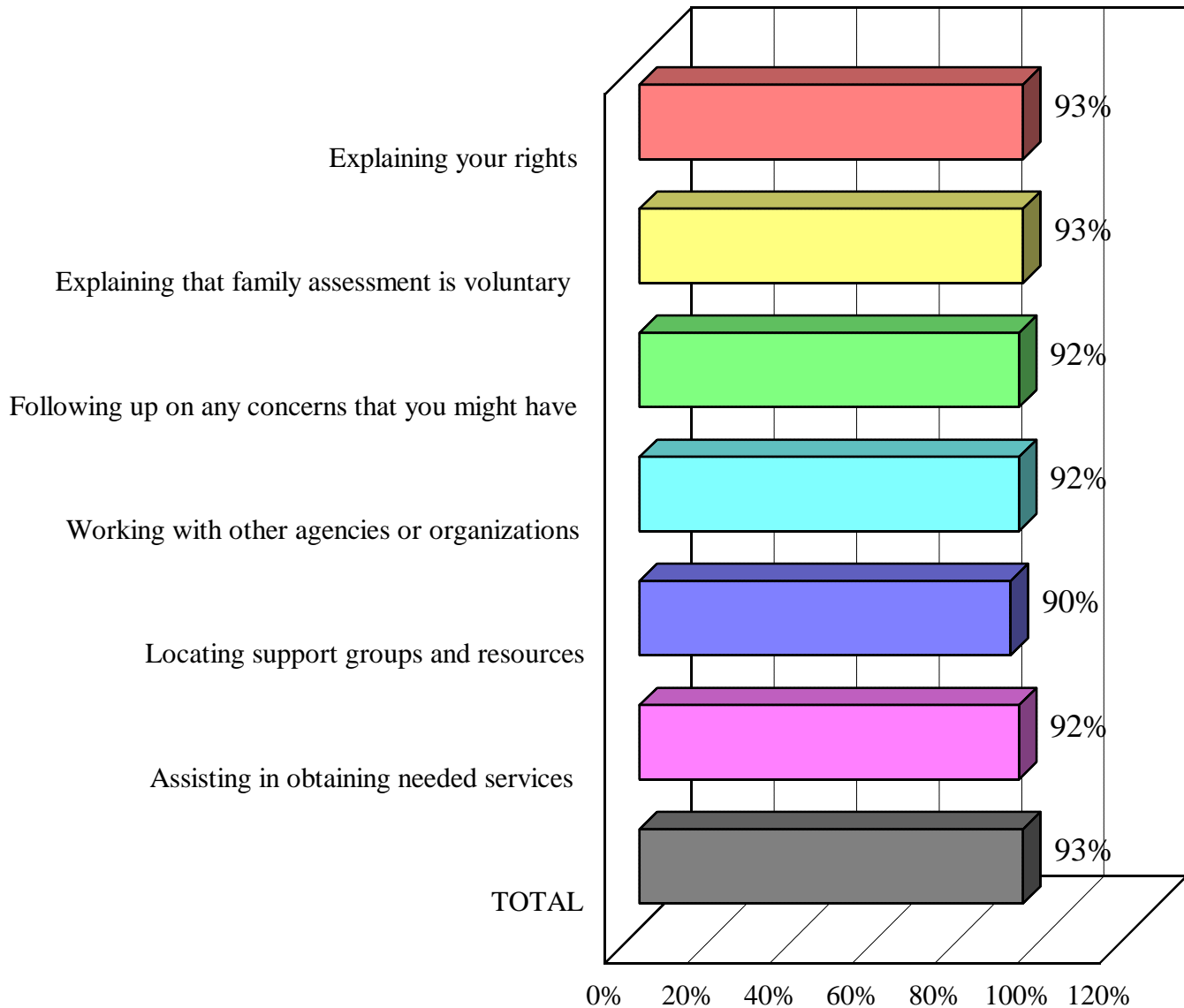
## Families' Awareness of Service Coordinator's Name





# Chart 2

## Rating of Services Received from Service Coordinator at the AEIS Programs



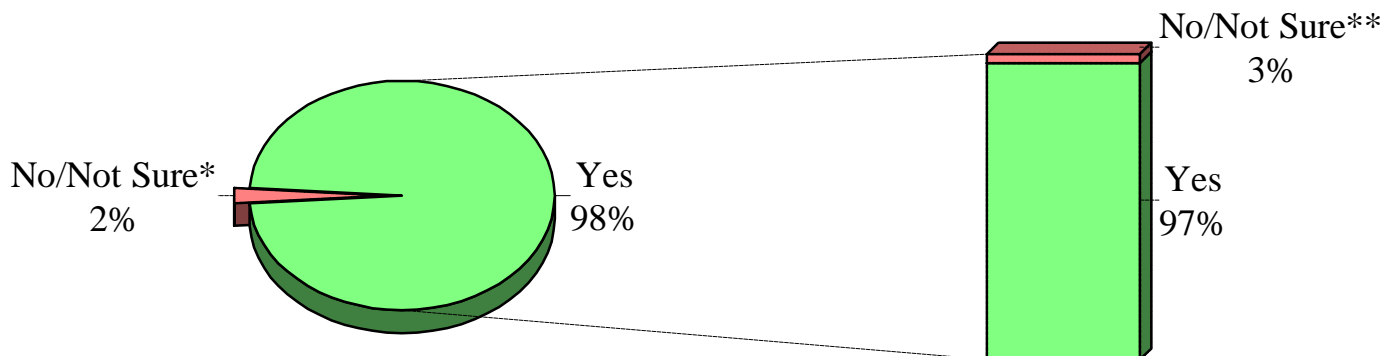
\* 98% of respondents also indicated they understand the rights as found in the Early Intervention Child and Parents Rights form.



# Chart 2A

## Awareness that Child's EI Services and Supports Can Be Provided in A Natural Environment Such as Child's Home or Child Care Setting

### Received services in natural environment



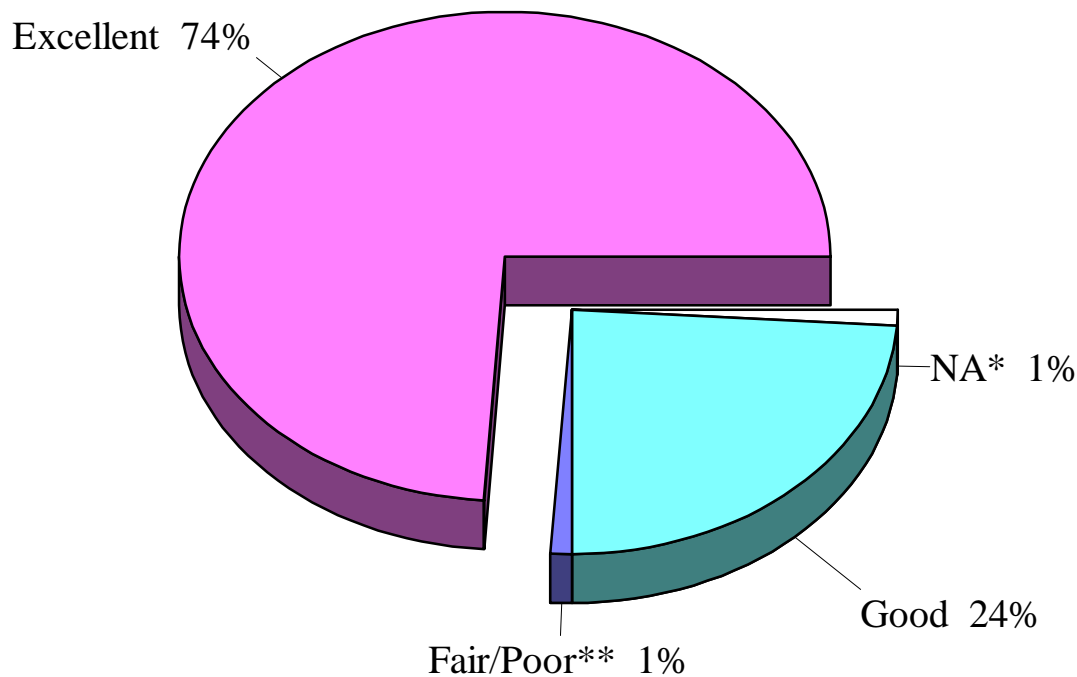
\*\* Two percent represents rounded number for combined 1.6% "No" and 0.4% "Not Sure" ratings.

\*\* Two percent represents rounded number for combined 2.4% "No" and 0.2% "Not Sure" ratings.



# Chart 2B

## Rating of Service Coordinator 's Assistance in Providing EI Services and Supports in the Child's Natural Environment



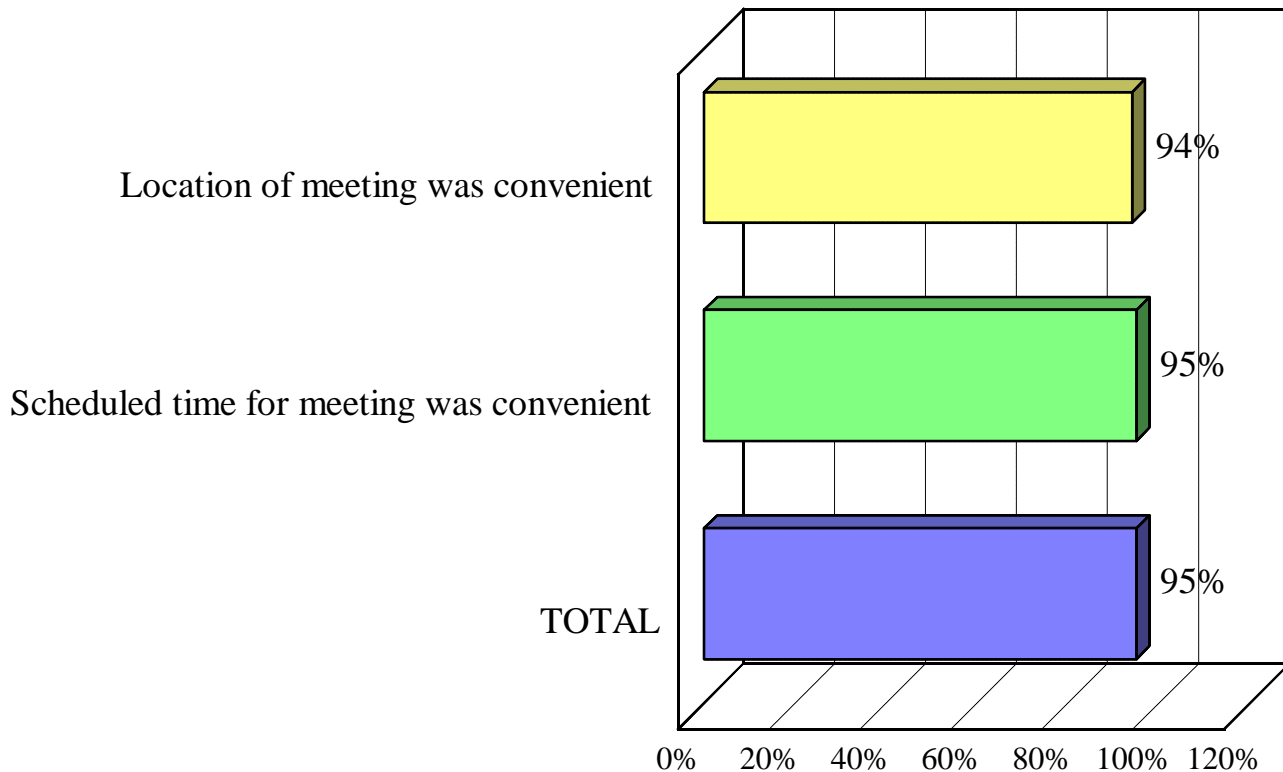
\* NA=Never received services in natural environment.

\*\* One percent represents rounded number for combined 0.6% "Fair" and 0.4% "Poor" ratings.



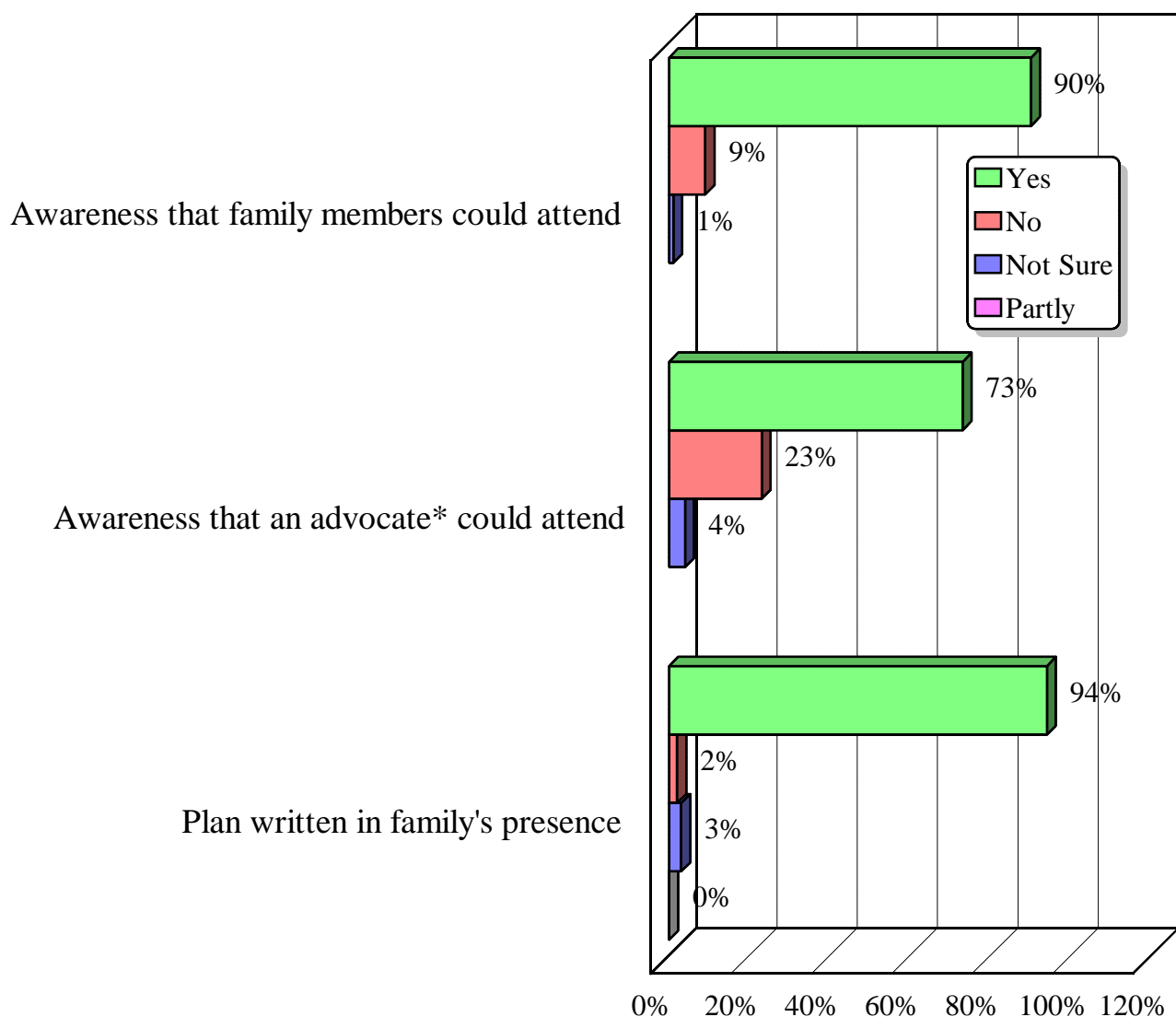
# Chart 3

## Rating of Location and Time of the Individual Family Service Plan Meeting for the AEIS Programs

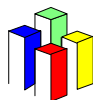


# Chart 4

## Awareness of Individual Family Service Plan Meeting Characteristics for the AEIS Programs



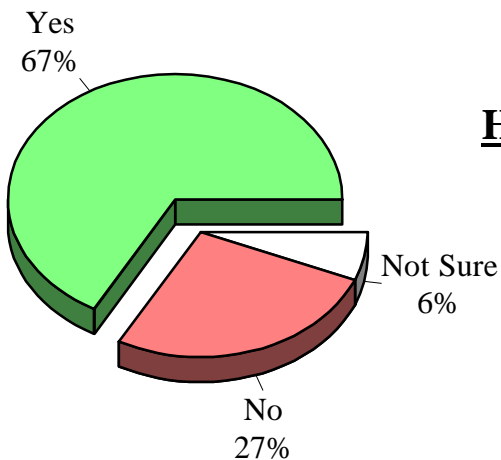
\* Advocate was defined as "a person who is not a family member such as another parent who has been through Early Intervention" in the FY 2003 questionnaire.



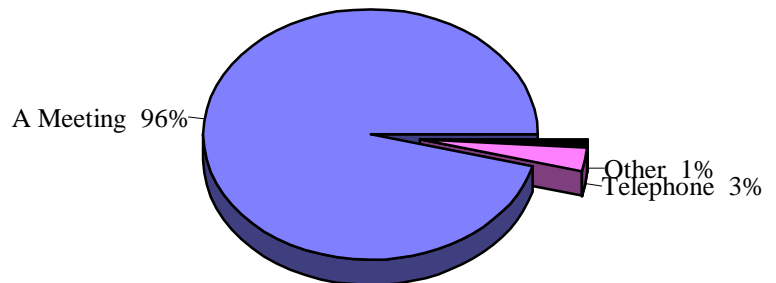
# Chart 4A

## Rating of the Six Month Review at the AEIS Programs

### Have you had a six month review?

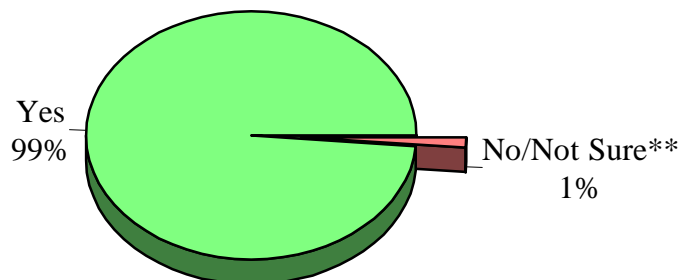


### How was the six month review conducted?



\* Asked only to those respondents who have had a six month review

### Was this review acceptable to you?



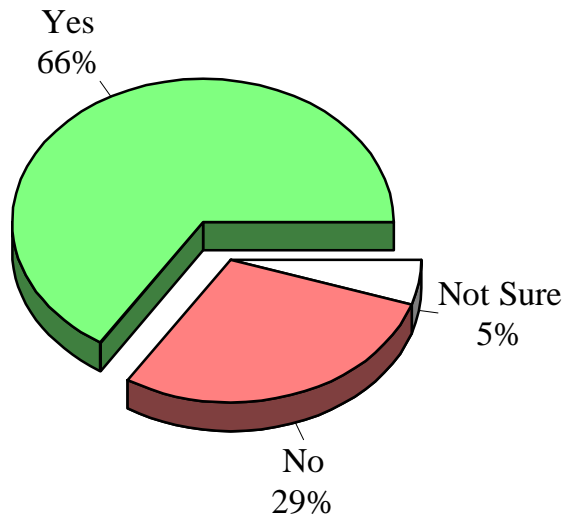
\* Asked only to those respondents who have had a six month review.

\*\* One percent represents rounded number for combined 0.5% "No" and 0.8% "Not Sure" responses.



# Chart 4B

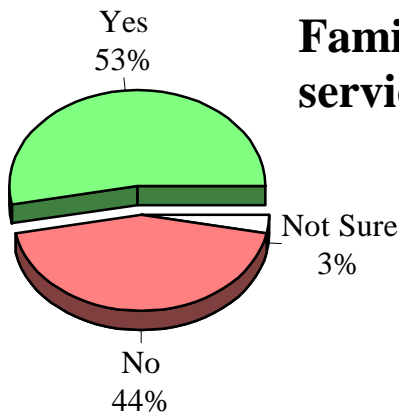
## New Services, Resources or Programs Discovered by Families Involved with AEIS



### Services, Resources or Programs Discovered

Type	
Transition	13%
Handouts/brochures	10%
CRS	8%
Speech	8%
Support groups for disabilities	5%
Head Start program	5%
Daycare	4%
Occupational therapy services	4%
Physical therapy services	4%
School age program	3%
Availability of workshops	3%

\* Asked only those respondents who indicated they learned about new services, resources or programs to support their families during the past six months. (170 respondents)



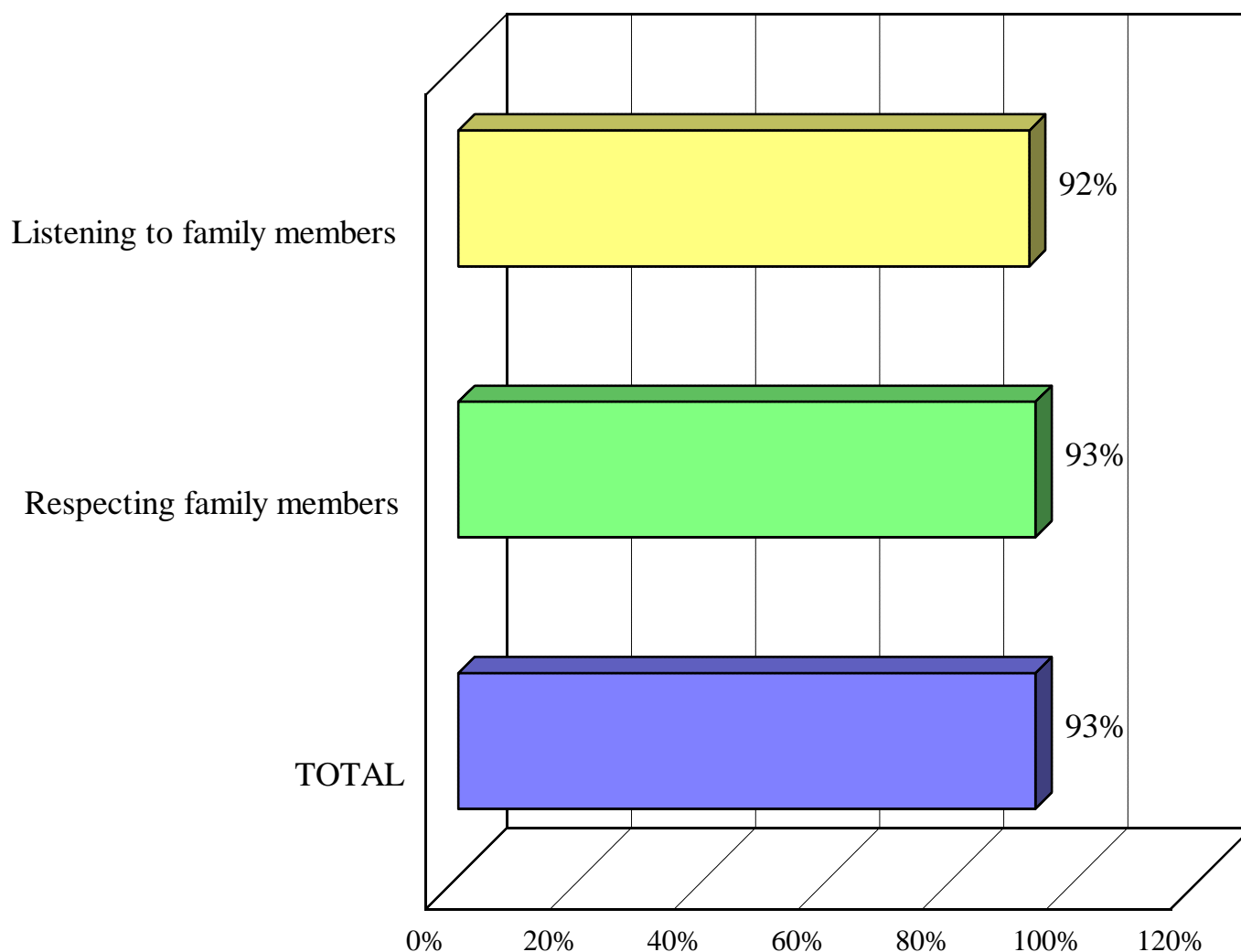
### Families who accessed/used these services, resources or programs.

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# Chart 5

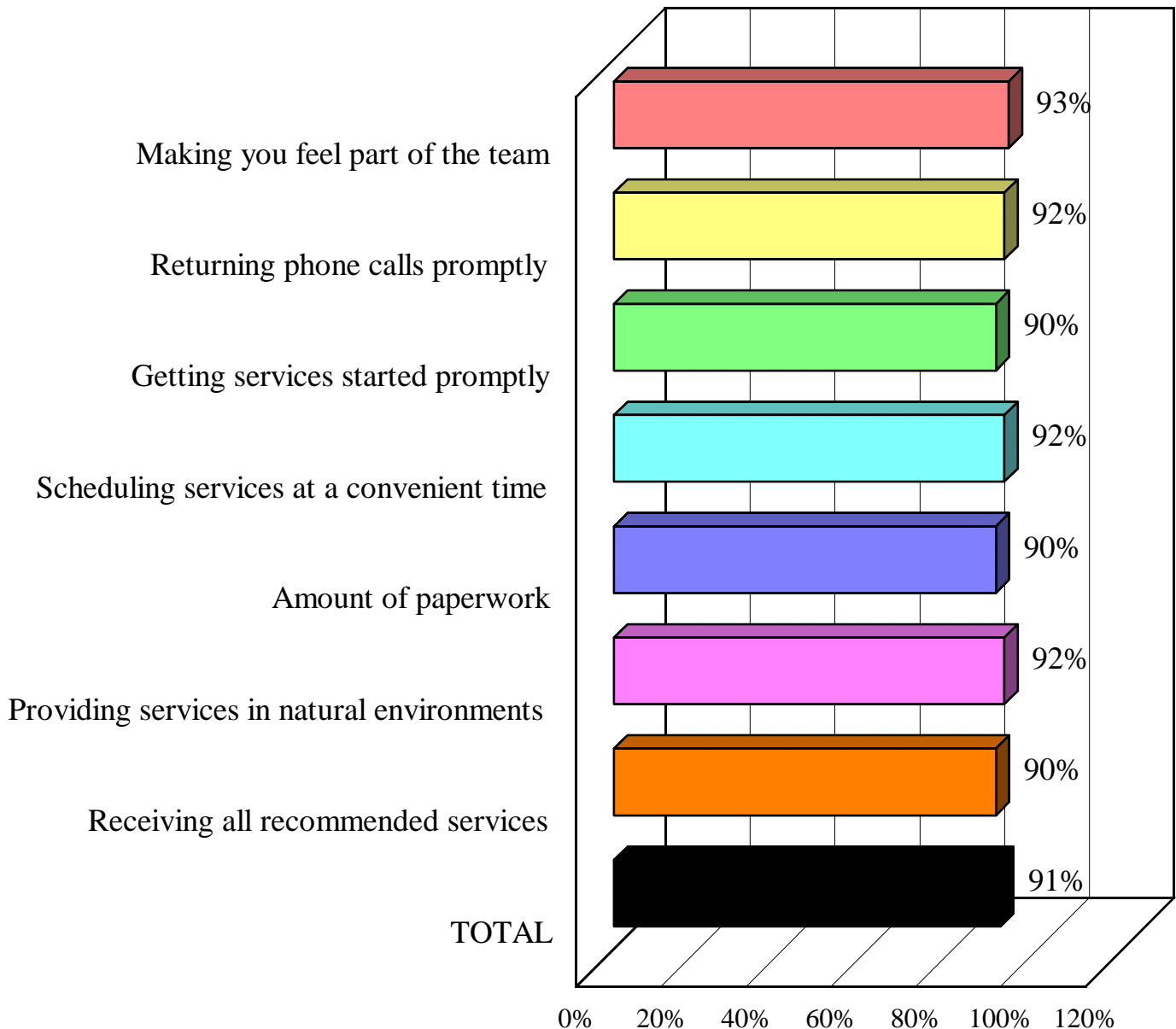
## Rating of the Service Providers at the AEIS Programs





# Chart 6

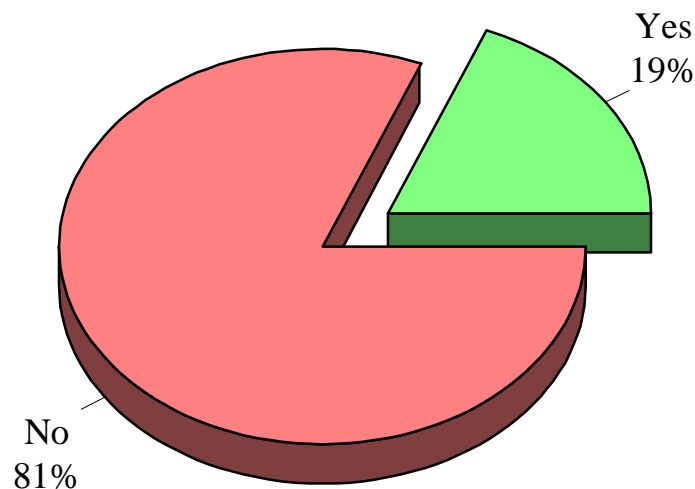
## Rating of Service Received from the AEIS Programs



# Chart 7

## Utilization of Transportation for the AEIS Programs

### A. Did you indicate you needed transportation in order to utilize the services provided by AEIS?



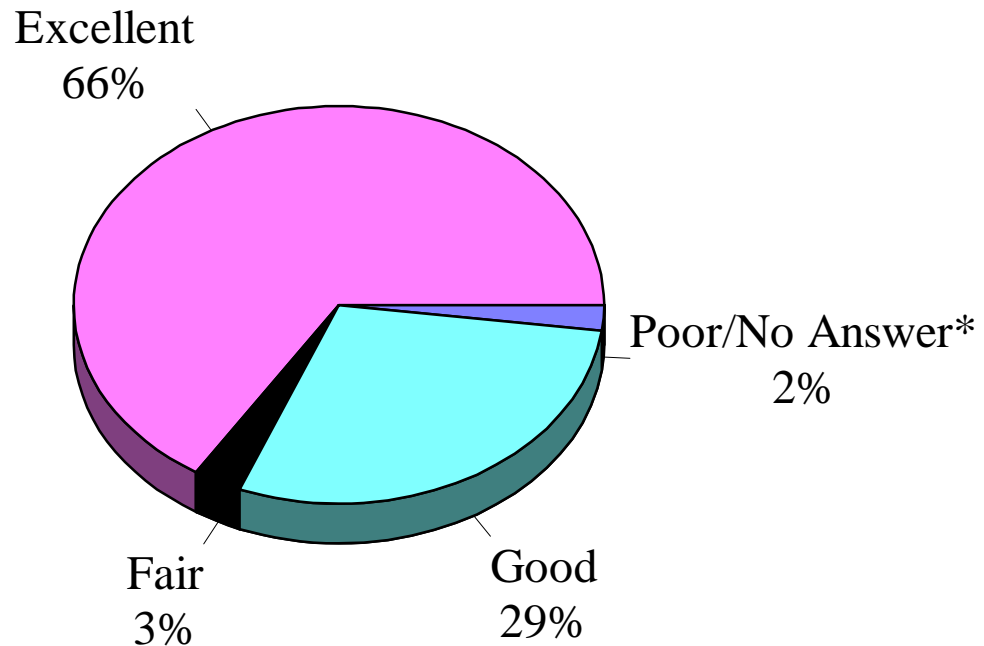
Having transportation available when needed	84%
---	-----

\* Asked only those respondents who indicated they needed transportation (91 respondents).



# Chart 8

## Rating of the AEIS Programs in Terms of Families Receiving all the Services Recommended



### Specific Reasons\*\* for Ratings for the AEIS Programs:

Helpful  
Take care of needs/satisfied  
Child exceeded expectations  
Answer questions  
Convenient scheduling  
Receiving all services as indicated in plan  
They are all nice  
Wonderful/Beyond call of duty  
Very supportive  
No complaints  
Very prompt

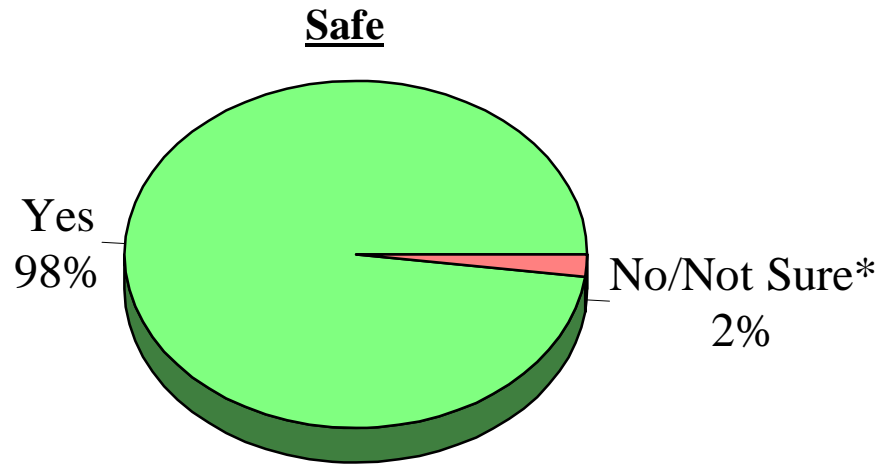
\* Two percent represents rounded number for the combined 0.7% "Poor" and 0.9% "No Answer" responses.

\*\* For a complete listing of reasons, see tabular data section of this study available through the Division of Early Intervention.

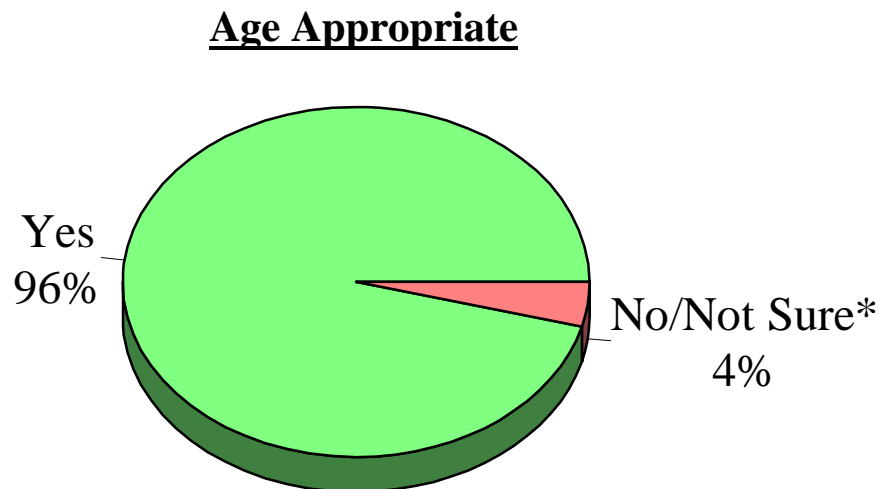


# Chart 8A

## Rating of Play Equipment and Toys Used by the Providers



\*Two percent represents rounded number for the combined 0.4% "No" and 2.2% "Not Sure" responses.



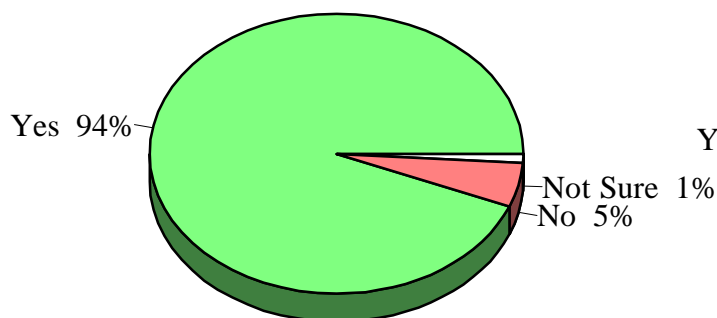
\*Four percent represents rounded number for the combined 1.8% "No" and 2.2% "Not Sure" responses.



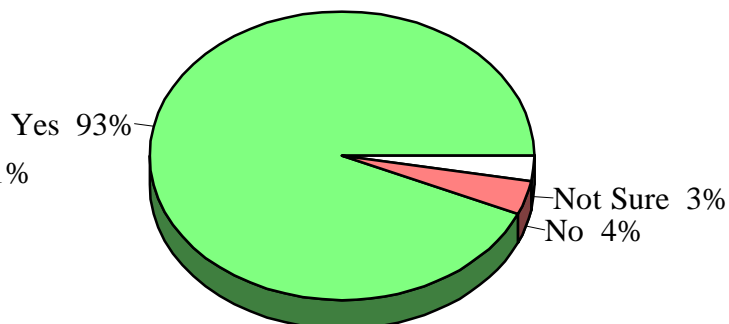
# Chart 9

## Assessment of Miscellaneous Services Provided by the AEIS Programs

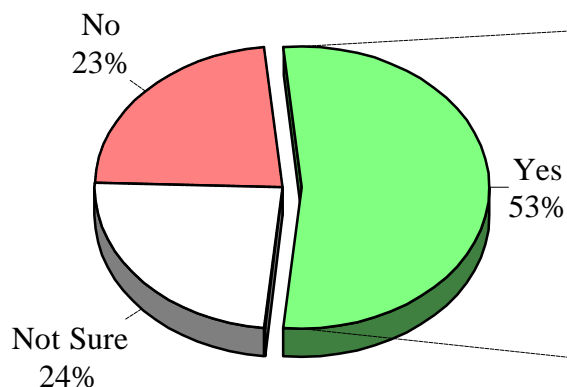
**Families Know Who to Call**



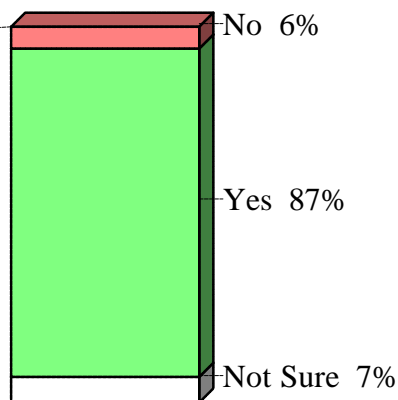
**Families Receive Copies of the IFSP**



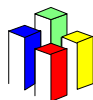
**Families Were Informed about the District Coordinating Council**



**Families Were Informed about the DCC Activities and the Various Ways of Participation**

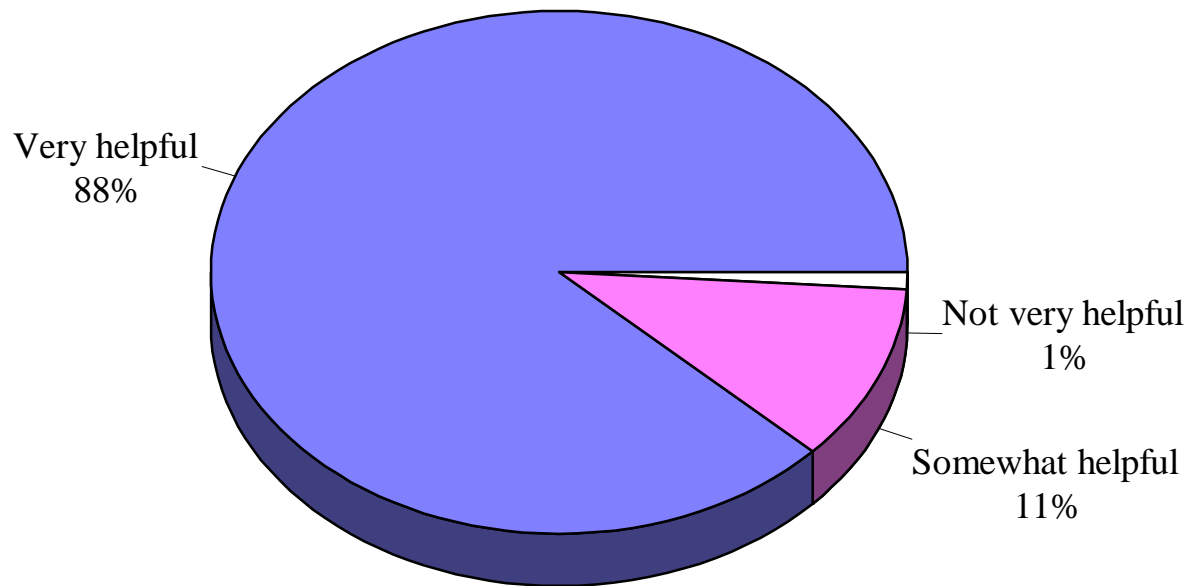


\* Asked only those respondents who indicated they were informed of the DCC (288 respondents).



# Chart 9A

## Rating of Overall Early Intervention Experience



# Chart 10

## Changes Families Would Like To See Made in Alabama's Early Intervention System

Suggested Changes
Extend age limit on programs
Child needs more therapy/services
Like more interaction with other children
Parents need more explanation
Public should be made aware of services offered through AEIS
Need to get child in system faster/process too slow
Need more therapists
Provide more funding
Like services done at home

\*Responses are listed in descending order of importance.

\*For a complete listing of reasons, see tabular section of this study available through the Division of Early Intervention.



# Questionnaire